

**CITY OF ASHEVILLE, NORTH CAROLINA  
CLASS SPECIFICATION**

**EDUCATION COORDINATOR  
WATER RESOURCES DEPARTMENT**

**GENERAL STATEMENT OF DUTIES**

Performs professional work in disseminating information about the Water Resources Department and Water Efficiency Program to schools and the general public; and coordinating and evaluating the residential retrofit program, non-residential assessments, and other program activities. Employee reports to the Administrative Services Manager.

**DISTINGUISHING FEATURES OF THE CLASS**

An employee in this class performs professional work preparing and presenting educational programs relating to drinking water and water efficiency to schools and to the general public. Work involves coordinating the activities of an Educational Specialist. Work also involves developing various Division programs, educational brochures, and in preparing various reports related to water audits, program activities and effectiveness, and planning. Employee processes information using a variety of computer-driven word processing, PowerPoint presentations, spreadsheet and file maintenance programs. Employee must exercise independent judgment and initiative in completing assignments. Employee must also exercise tact and courtesy in frequent contact with City residents, City officials, subordinates and co-workers. Work is performed under general supervision of the Administrative Services Manager and is evaluated through conferences, reports and observation.

**ILLUSTRATIVE EXAMPLES OF WORK**

**ESSENTIAL JOB FUNCTIONS**

Prepares and delivers oral presentations and written report/summaries on the subject of water efficiency, drinking water, water treatment, Water Resources Department activities, and related topics before a variety of school, community and other educational groups.

Conducts tours of the City's water treatment plant to interested groups.

Attends community group meetings and provides educative, facilitative, and administrative support as assigned.

Develops Education Center programs, to include preparing curricula and educational materials, related to water efficiency, drinking water and related topics.

## **EDUCATION COORDINATOR**

Coordinates the activities of the Education Specialist.

Uses mainframe computer to gather information about water consumption.

Oversees furnishing and maintenance of the Education Center.

Teaches methods of residential water conservation.

Regularly evaluates the effectiveness of the water education and efficiency programs.

Processes information using a variety of computer-driven word processing, spread sheet and file maintenance programs which requires use of a variety of complicated formats for preparing correspondence, reports and manuscripts. Work includes responsibility for accuracy of spelling, punctuation, format and grammar.

Maintains inventory of supplies needed to perform daily duties.

Develops a variety of educational materials.

Establishes and maintains a variety of computerized and tangible files.

Maintains a display booth for the Water Efficiency Program at various civic functions.

## **ADDITIONAL JOB FUNCTIONS**

Performs related work as required.

## **KNOWLEDGE, SKILLS AND ABILITIES**

Considerable knowledge of water production and distribution processes.

Considerable knowledge of the principles and practices of teaching.

Considerable knowledge of materials used in teaching.

Considerable knowledge of the operating principles and practices of efficient water use.

Considerable knowledge of the organization and operation of a municipal government.

Considerable knowledge of federal, state and local laws, ordinances and regulations pertaining to conservation and efficient use of water resources.

Ability to keep accurate records and prepare a variety of reports.

Ability to communicate effectively orally and in writing.

Ability to coordinate the work of others.

Ability to communicate effectively with a variety of people from different socio-economic groups.

Ability to give oral presentation before large groups of people.

Ability to establish and maintain effective working relationships as necessitated by work assignments.

Ability to coordinate and write water bill inserts, newsletters, and brochures.

## **EDUCATION COORDINATOR**

### **MINIMUM EXPERIENCE AND TRAINING**

Bachelor's degree in education or a related field and 1 to 2 years of related experience; and/or any equivalent combination of training and experience required to perform the essential position functions.

### **COMPETENCIES**

**Technical Competency:** Ability to use the tools and concepts of the specialty area in which the employee works. Includes using appropriate processes, procedures, resources, and work or professional standards.

**Interpersonal Competency:** Ability to work with people, develop and maintain work relationships, communicate, manage conflict, and perform as an effective team member.

**Intellectual Competency:** Ability to think, learn and process information. Ability to solve problems and gather necessary information. Includes having math and reading skills appropriate to job level.

**Customer Service:** Ability to identify customers, determine the valid needs of a situation, and provide service or service recovery in a manner that satisfies the customer.

**Organizational and Community Sensitivity:** Ability to take the larger perspective into account, recognize organizational and community priorities and balance actions appropriately.

Salary Grade 15  
Non-Exempt